

Duke, Daphne

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**From:** Erskine, Randy H.  
**Sent:** Monday, January 26, 2009 4:28 PM  
**To:** Duke, Daphne  
**Subject:** FW: CLEC Quarterly Service Quality Report: 4th Quarter 2008 - Snap Telecommunications, Inc.  
**Attachments:** CLEC Qrtly Svc Qtly Rpt 2nd Qtr 2008.pdf  
**Importance:** High

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**From:** Chris Compton [mailto:[ccompton@snaptelecom.com](mailto:ccompton@snaptelecom.com)]  
**Sent:** Monday, January 26, 2009 2:54 PM  
**To:** Erskine, Randy H.  
**Subject:** CLEC Quarterly Service Quality Report: 4th Quarter 2008 - Snap Telecommunications, Inc.  
**Importance:** High

To Whom It May Concern;

Attached, you will find Snap Telecommunications' Quarterly Service Quality Report for the 4th<sup>rd</sup> quarter of 2008. Please feel free to contact me if you have questions or concerns regarding this report. Thank you.

Yours Truly,

Christopher G. Compton  
Wireline Division Manager

Snap Telecommunications, Inc.  
925 Wappoo Rd, Ste B  
Charleston, SC 29407

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**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME Snap Telecommunications, Inc.  
 QUARTER / YEAR 2nd / 2008

Month:	<u>April</u>	<u>May</u>	<u>June</u>
Number of Customer Access Lines	<u>6</u>	<u>6</u>	<u>6</u>
Trouble Reports / Access Line (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Customer Out of Service Clearing Times (%)	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
New Installs Completed w/in 5 Days (%)	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Commitments Fulfilled (%)	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>

Comments / Explanations: No customers reporting trouble or out of service this quarter. No new installs or comments this quarter.

Person Making Report / Contact Information: Christopher G. Compton  
925 Wappoo Rd, Ste B, Charleston, SC 29407 (843) 763-3225 T (843) 763-3289 F

Christopher  
 G. Compton

Digitally signed by Christopher G. Compton  
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 Telecommunications, Inc., ou=Telecom,  
 email=cgcompton@snaptelecom.com, c=US  
 Date: 2008.07.30 15:26:37 -0400